

Property:

Assessor's Name:

Date of Assessment:



# HOTEL SECURITY AND SAFETY ASSESSMENT FORM

## Part One: Background and Property Information

There is increasing interest in the health, safety, and security attributes of hotels. Many companies and organizations are interested in this information to satisfy two overarching managerial responsibilities: Duty of Care and Due Diligence.

Because of this interest, they may request information from a hotel in order to assess the security and safety integrity of the property. Determining what information is relevant to such an assessment is particularly challenging because there are no agreed-upon standards of what security/safety features a hotel should have, nor are there any agreed-upon standards as to what constitutes a “secure” or “safe” property. There are only generally accepted “best practices.” Assessing the security/safety of a property is therefore a subjective analysis. Hence, this guide is referred to as an “Assessment” rather than an audit or inspection, which implies an appraisal against a defined standard. And since each hotel company operates its properties according to its own brand operating standards, it is appropriate that the assessment take these factors into consideration.

This assessment guide was created to help corporate security departments, corporate travel and safety departments, event planners, meeting organizers, tour operators, and others (e.g., third-party health, safety, and security assessors) collectively referred to as “Customers,” to conduct security, safety, and health surveys and assessments of hotels.

It is important that hotels be able to respond to such requests in a timely, accurate, and customer-friendly manner. While hotels certainly understand the concerns of Customers and wish to cooperate with them as much as possible, there are also important restrictions on what may be provided to them. Therefore, the Loss Prevention Committee of the American Hotel and Lodging Association (AH&LA), in collaboration with the U.S. Department of State Overseas Security Advisory Council (OSAC) and its Common Interest Council (referred to as the Hotel Security Working Group), came together to produce this assessment guide. The guide reflects a common agreement on what security, safety, and health information is generally able to be provided by a hotel in order for Customers to make an assessment of a particular property.

As you can appreciate, to avoid compromising the hotel’s security and safety systems, there are limitations on what the property may disclose (e.g., information concerning security camera locations or alarm systems, security staffing information, security procedures) or routinely provide upon demand (e.g., copies of emergency plans or procedures, floor diagrams, property schematics, etc.). These limitations are in the interest of protecting the hotel’s guests and staff. The hotel recognizes, however, that a Customer may wish to further discuss the security or safety matters of the hotel. If so, the Customer should contact the Hotel General Manager. Alternatively, the Customer may also contact the Corporate Security department of the respective hotel chain. Contact information for the Corporate Security department may be obtained from the AH&LA or through the OSAC Coordinator for Common Interest Councils.

Hotels are a significant part of the hospitality business. Security and safety considerations have increasingly become integral to the success of a hotel enterprise. Accordingly, members of the AH&LA Loss Prevention Committee and the OSAC Hotel Security Working Group acknowledge this and affirm that:

*We believe that the comfort and reasonable duty of care of our guests is an inherent responsibility, and that protecting the hotel’s Brand and Reputation must be accomplished in a competent and professional manner.*

*We recognize that the quality of security and safety services at a hotel is a growing concern for corporate business and private travellers, and where there is a choice they will seek out hotel properties that have enhanced security and safety features and services.*

*We safeguard our guests, our staff, and our properties by creating a security and safety environment that promotes hospitality and enhances the guest experience.*

*We collaborate to promote information sharing that advances the security and safety of our guests, our staff, our properties, and our Customers.*

**About the AHLA – Security and Safety Committee:** The mission of the Committee is to assist industry members in achieving effective and efficient security practices, identifying and adopting appropriate technologies, and providing professional training that promotes a secure and safe operating environment. The Committee also assists the lodging industry in responding to safety and security legislative, regulatory, and code initiatives that could impact the industry.

**About The Overseas Security Advisory Council (OSAC):** The Council was created in 1985 under the Federal Advisory Committee Act to promote security cooperation between American private sector interests worldwide and the U.S. Department of State.

The OSAC "Council" is comprised of 34 private sector and public sector member organizations that represent specific industries or agencies operating abroad. The Department of State's Bureau of Diplomatic Security (DS) implemented the following recommendations for OSAC: to create the OSAC website, to create a Country Council Program, and to develop a Research and Information Support Center (RISC). A primary goal of OSAC is to develop an effective security communication network; consequently, OSAC invited all U.S. businesses, academia, faith-based groups, and non-governmental organizations to become constituents. There is no cost to become a constituent member.

**About the Hotel Security Working Group (HSWG):** The HSWG is a sector-specific Working Group within OSAC that focuses on security concerns relevant to the hotel industry operating abroad. The Group was founded in June 2008 by a handful of Security Directors representing various hotel chains to promote the safety and security of guests and employees of member organizations and to protect the assets of the hotel brand. The HSWG accomplishes this by sharing information and best practices, collaborating on educational and training initiatives among its members, and by members networking and benchmarking with security professionals throughout the hospitality industry.

## Assessment Methodology:

(How to use this assessment guide)

**Collecting the Data:** This assessment guide is divided into three parts.

**Part One:** Background information about the Hotel Security Assessment program, as well as basic property information considered necessary to enable a Customer to make a security assessment of the property.

**Part Two:** Essential information a Customer, such as a Corporate Security department, may consider necessary to enable them to assess the general security of the property and arrive at a Duty of Care determination.

**Part Three:** Ancillary information considered necessary to enable a Customer to make a security and safety assessment of the property. A Customer, such as a tour operator, may consider the information in both Part Two and Part Three necessary to enable them to assess the general security and safety of the property and arrive at a Due Diligence determination.

Part Three also contains information related to airline crew considerations. A Customer, such as an airline operator, may consider the information in Parts Two and Three necessary to enable them to assess the general security and safety of the property and arrive at a Due Diligence determination.

### Understanding the Data:

Every property is unique. Depending on the specific operating factors of the hotel, various data elements noted in this assessment guide may or may not apply to the property. For example, a Select Service hotel is a property purposefully managed with a limited staff. Such properties normally do not have an onsite security staff and therefore would not mark many of the data elements in the Guarding Section.

Accordingly, the elements checked in this guide and reported by a property will vary. This variance should not imply a derogatory operating environment. It simply connotes a difference in operating environment.

### Assessing the Data:

Based on the information reported in this assessment guide, Customers should evaluate the information, based on their own security and safety management systems. Customers should decide for themselves whether the security and safety operations of the property sufficiently satisfy the Duty of Care and Due Diligence considerations of their respective organization.

In this regard, while some organizations may wish to make recommendations to a hotel on measures to implement to improve the security or safety of their property, the hotel is under no obligation to accept them or implement them. In such cases, the Customer may exercise their discretion and be inclined to not use the hotel for their intended business.

### Updating the Data:

The data elements of this assessment guide are periodically updated to accommodate changing operating environments and emerging best practices. To suggest data elements for consideration in future editions of this guide, please submit them to:

**Staff Liaison – Safety and Security Committee**  
American Hotel & Lodging Association (AH&LA)  
1201 New York Avenue, NW, Suite 600  
Washington, DC 20005

OR

**Coordinator – Common Interest Councils/HSWG**  
Overseas Security Advisory Council (OSAC)  
Diplomatic Security Service  
U.S. Department of State  
Washington, DC 20522

# General Index

## PART ONE

Information for general security and safety assessment.

### Property Information

- A. Hotel Contact Information
- B. Property General Description
- C. Property Key Attributes
- D. Property Licenses and Documentation

## PART TWO

### Property Details

- E. Property Fire, Life Safety and Security Information
  - 1. Fire Systems
  - 2. Security Systems and Equipment
  - 3. Lighting
  - 4. Guarding
  - 5. Health and Life Safety
  - 6. Guest Room Security
  - 7. Elevators/Lifts
  - 8. Swimming Pool and Fitness Center
  - 9. Nightclubs and Conference/Function Rooms
  - 10. Security and Safety Training
  - 11. Emergency Planning
  - 12. Emergency Response/Crisis Management
- F. Local Emergency Contact Information
  - 1. Law Enforcement
  - 2. Ambulance Service
  - 3. Fire Brigade
  - 4. Hospital
- G. Reporting Security or Safety Incidents
- H. Property Operating Environment

## PART THREE

(Additional safety considerations to be considered along with the information from Part One, for use by Tour Operators, Airlines, and other third parties)

### Further Safety Considerations

- 1. Food Hygiene
- 2. Premises Hygiene
- 3. Gas Safety
- 4. Legionella Safety
- 5. Swimming Pool Safety
- 6. General Safety
- 7. Airline Crew Safety

## Property Information

### A. Hotel Contact Information

Hotel Name			
General Manager Name/Contact Number			
Director of Rooms Name/Contact Number			
Director of Security Name/Contact Number			
Hotel Street Address			
Hotel City/Country/Postal Code			
Hotel Main Telephone Number		Hotel Fax Number	
Hotel E-mail Address			

### B. Property General Description

Insert a general description of the Hotel. This section is intended to provide the reader only with sufficient information to understand the location of the property, its general layout, and the general services available at the property.

**C. Property Key Attributes:**

Provides relevant information on the key physical attributes of the property

Property Descriptors:

☐ Located in the U.S.☐ Located Outside the U.S.☐ Urban☐ Resort☐ Multi-Tenant Facility☐ Super-Tall Building (>75 floors)☐ Full Service☐ Select Service☐ Owned/Managed☐ Franchised

Total number of floors in main building:

Number of upper floors (including ground floor):

Number of floors below ground:

Number of stairways in main building suitable for use in an emergency:

Total number of guest rooms for property:

Hotel has an emergency generator to support basic infrastructure (lighting, lifts, etc.) ☐ YES ☐ NO

Approximate duration (in hours) Hotel generator can continuously operate on fuel tank capacity:

**D. Property Licenses and Documentation**

Hotel is in possession of the following:

☐ Fire Certificate☐ Public Liability Insurance

State the expiry date of the public liability insurance:

☐ Log of inspections for fire alarm system, emergency lighting system, fire extinguishers, hose reels, hydrants, and main electrical system☐ Fire Training Log

## Part Two: Property Details

### E. Property Fire, Life Safety, and Security Information

1. Fire Systems	
	Hotel has a fire emergency plan (including evacuation assembly areas) that may be reviewed at the office of the General Manager.
	<b>Hotel has Smoke Detectors connected to the fire alarm system:</b>
	<ul style="list-style-type: none"> <li>In Guest Rooms</li> </ul>
	<ul style="list-style-type: none"> <li>In Public Areas</li> </ul>
	<b>Hotel has Sprinklers:</b>
	<ul style="list-style-type: none"> <li>In Guest Rooms</li> </ul>
	<ul style="list-style-type: none"> <li>In Public Areas</li> </ul>
	<ul style="list-style-type: none"> <li>In Utility Areas</li> </ul>
	Emergency exit doors are fitted with locks that enable immediate release and opening.
	Hotel has systems and procedures to enunciate an alarm in the case of a fire or other emergency.
	Hotel fire alarm system is tested on a regular basis.
	Fire alarm system has a PA (public address) functionality to enable emergency announcements.
	Fire alarm system has stand-by power supplied by batteries/charger.
	The Hotel has fire extinguishers on guest floors, in public areas, and in key BOH areas.
	Emergency lighting and fire extinguishers comply with local fire code and are regularly inspected.
	Emergency stairs have self-closing fire resistant doors.
	Emergency stairways are fitted with handrails and kept clear of obstructions.
	Emergency egress route end points are locations that discharge persons outside the building.
	Exit doors and Final Exit doors are clearly identified with appropriate signage.
	Exit doors are unobstructed and Final Exit doors are unobstructed externally.
	Corridors and stairways are fitted with emergency lighting units.
	Public areas, corridors, and stairways contain signs indicating evacuation routes.
	Corridors have no dead end more than 10 meters from evacuation stairway. (A dead end is an area where escape in an emergency is only possible in one direction).
	<b>Heat detectors are located in:</b>
	<ul style="list-style-type: none"> <li>Boiler Room</li> </ul>
	<ul style="list-style-type: none"> <li>Kitchen Areas</li> </ul>
	<ul style="list-style-type: none"> <li>Laundry Area</li> </ul>

	CO detectors are located where fossil fuel burning devices are located.
	CO detectors are hard-wired to the Fire Alarm control panel.
	Maintenance/Inspection records for fire system and fire equipment are available for review at the office of the Hotel Engineer.

2. Security Systems and Equipment	
	Hotel utilizes a CCTV surveillance system.
	<b>Hotel CCTV surveillance system covers:</b>
	<ul style="list-style-type: none"> <li>Parking Facilities (garage and/or parking lots)</li> </ul>
	<ul style="list-style-type: none"> <li>Entrances to Hotel (public and employee)</li> </ul>
	<ul style="list-style-type: none"> <li>Public Areas (lobby, meeting room foyers)</li> </ul>
	<ul style="list-style-type: none"> <li>Guest Room Floors</li> </ul>
	<ul style="list-style-type: none"> <li>Loading Dock and Service Delivery Area</li> </ul>
	Hotel has video archiving system that retains surveillance video for minimum of 30 days.
	Hotel car parks have entry and exit controls.
	There is a means to ensure vehicles do not directly approach the hotel without passing a physical barrier.
	Measures are in place to stop unauthorized vehicles from parking adjacent to the hotel building.
	Hotel has parking facilities adjoining or beneath the hotel.
	Hotel has self-parking.
	Hotel prohibits parking on the main-entry Porte Cochere.
	Hotel conducts vehicle inspections as part of access control procedures.
	Loading dock and service delivery areas have separate access that is controlled.
	Hotel has key-control protocol for daily accountability of assigned staff keys.
	Hotel regularly audits the key-control protocol for accountability of hotel master keys.
	Housekeeping keys are segmented to defined or assigned block of rooms.
	Access to guest rooms can be electronically audited.



### 3. Lighting

	Hotel has emergency lighting in public areas and evacuation stairwells.
	Parking areas are lighted.
	Premises and grounds are lighted.
	Hotel guest rooms have a flashlight for emergency use.

### 4. Guarding

	Hotel has onsite security staff 24 hours daily.
	Hotel conducts periodic security/safety patrols of hotel and premises on 24-hour basis.
	Public access entrances and exits are observed or supervised by hotel staff 24 hours daily.
	Hotel staff controls access to the guest floors from public areas.
	Hotel has a process for increasing security manpower for meetings or events upon request.
	Hotel has a staffed command center that actively monitors hotel access control systems, CCTV system, and fire/life safety systems.
	An internal emergency telephone number is available and is continually staffed.
	Hotel has an armed guard presence on premises.
	Hotel Security staff wear name badges.
	Hotel Security staff has means to readily identify themselves to others as premises security.
	In the event of an emergency Hotel Security have a marked vest, armband, or other means to be readily identified.

### 5. Health and Life Safety

	Hotel has a food safety management system based on Hazard Analysis Critical Control Point (HACCP) principles.
	Hotel conducts regular hygiene inspections.
	Hotel has procedures to mitigate Legionella.
	Hotel has pest control measures in place that cover Food Control areas, public areas, and guest room areas.
	Upon request, a private licensed physician or medical care provider can be summoned to the Hotel.
	Hotel staff has received basic First Aid and CPR training.
	Hotel has First Aid Kits for emergencies.
	Hotel has Medical Trauma Kits for emergencies.
	Hotel has AED equipment on premises.

### 6. Guest Room Security

<b>Guest Rooms have:</b>	
	<ul style="list-style-type: none"> <li>Deadbolt Locks</li> </ul>
	<ul style="list-style-type: none"> <li>Door Chain or Wishbone Latch</li> </ul>
	<ul style="list-style-type: none"> <li>Door Closure Mechanism</li> </ul>
	<ul style="list-style-type: none"> <li>View Ports</li> </ul>
	Guest room connecting room doors have a deadbolt lock.
	Guest rooms are fitted with a convenience safe.
	Guest room appliances have instructions for use in English.
	Guest rooms have a compendium that contains guidance for guests to follow in case of Fire and other emergencies.
	Guest rooms have Safety Exit maps on back of door.
	Guest rooms with balconies have internal locking devices to deter forced entry.
	Height of guest room balcony surrounds is greater than 1.1 meter (42 inch equivalent).
	Guest room balcony surrounds have no gap greater than 100mm (4 inch equivalent).
	Guest room windows have restricted opening capability of no greater than 100mm (4 inch equivalent).
	Guest rooms have no gas-operated appliances or water heaters.

### 7. Elevators/Lifts

	State the number of elevators/lifts in the hotel. (Operating certificates are available and may be reviewed at the office of the Hotel General Manager)	Total Number
	Hotel elevators have regular maintenance inspections.	
<b><i>Hotel elevators have following notices displayed outside the lift on each floor:</i></b>		
	<ul style="list-style-type: none"><li>• DO NOT USE IN CASE OF FIRE</li></ul>	
	<ul style="list-style-type: none"><li>• NO SMOKING (in the lift)</li></ul>	
	<ul style="list-style-type: none"><li>• NO UNACCOMPANIED CHILDREN</li></ul>	
	Hotel elevators are fitted with key-card control to prevent direct access to the guest floors from public areas.	
	Hotel elevators/lifts have an emergency alarm and communication system.	
	Hotel elevators are fitted with CCTV cameras.	

## 8. Swimming Pool and Fitness Center

	Pool water is checked as per local regulations for pH and chlorine.
	Pool has clearly designated depth markings visible from within the pool and around it.
	Buoyancy aids are provided at the pool side.
	Pool surround deck/area has non-slip surface.
	Pool has general "pool regulations" notice board and signage that advises whether or not there is a lifeguard on duty during operating hours.
	Fitness Center has controlled access.
	Fitness Center has a phone or alarm system to summon emergency assistance.

## 9. Nightclubs and Conference Function Rooms

	Hotel has nightclub or discotheque on premises.
	Hotel has separate access controls/procedures for the nightclub/discotheque.
	Exit routes from nightclub/discotheque are clearly signed and permanently illuminated.
	Exit doors in the escape route from the nightclub/discotheque open in the direction of travel.
	Exit doors from the nightclub/discotheque are immediately operable without the use of a key.
	The nightclub/discotheque area is covered by the Hotel fire system.
	Hotel is able to secure Conference and Function Rooms to provide "client-only" access.

## 10. Security and Safety Training

	Hotel has a Security Awareness training program for staff.
	Hotel staff has undertaken training in Human Trafficking Awareness.
	Hotel staff has received training in accident and medical incident response.
	All Hotel staff receives training in actions to be taken in the event of a fire and other emergencies.
	Key staff receives First Aid and CPR training.
	Hotel Security staff receive in-house orientation and job-specific training.
	Hotel security staff receives training in control and restraint techniques.
	Hotel is periodically reviewed by the brand's Corporate Security department.
<b>Hotel Security Staff trained and certified as:</b>	
	• CLSO (AHLA)
	• CLSD (AHLA)
	• CPP (ASIS)

## 11. Emergency Planning

	The Hotel has emergency response protocols and procedures for security and safety contingencies and safety-related incidents that may be reviewed at the office of the Hotel Manager or Hotel Security Director.
	ALL BELOW (if not all, check those applicable to property)
	Active Shooter
	Bomb Threat/Suspicious Package
	Natural Disasters relevant to location
	Fire/Explosion
	Food-Related Illness
	Human Trafficking
	Medical

## 12. Emergency Response/Crisis Management

	The Hotel has a crisis management protocol and procedures that enables response coordination and support for natural disasters and other contingencies listed below. (if not all, check those applicable to property)
	Biological Threat
	Civil Unrest/Protest Group/Demonstration
	Criminal Activity
	HAZMAT Incident
	Hostage/Kidnapping/Extortion
	Hostile Conflict
	Information Technology/Data Breach/Technology & Equipment Theft
	Nuclear/Radiological Incident
	Pandemic
	Regulatory Action
	Transportation Disruption
	Earthquake
	Extreme Heat
	Flood
	Heavy Snowstorm
	Hurricane/Tropical Storm/Typhoon
	Tornado/Severe Weather/Thunderstorm
	Tsunami
	Volcano
	Wildfire

**F. Local Emergency Contact Information****Law Enforcement**

Authority Name: \_\_\_\_\_

Authority Address: \_\_\_\_\_

Authority Telephone Number: \_\_\_\_\_

Approximate Distance to Hotel and Travel Time: \_\_\_\_\_

**Fire Brigade**

Authority Name: \_\_\_\_\_

Authority Address: \_\_\_\_\_

Authority Telephone Number: \_\_\_\_\_

Approximate Distance to Hotel and Travel Time: \_\_\_\_\_

**Ambulance Service**

Service Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Service Telephone Number: \_\_\_\_\_

Approximate Distance to Hotel and Travel Time: \_\_\_\_\_

**Hospital**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Approximate Distance From Hotel and Travel Time: \_\_\_\_\_

**G. Reporting Security or Safety Incidents – Requesting Immediate Assistance**

The security and safety of guests and staff is a top priority for the Hotel. If a health, safety, or security situation arises that should be brought to the Hotel's attention, please observe the following reporting protocol:

**EXAMPLE (to be defined specifically for the property) If the situation is an emergency --- dial "55" from any Hotel phone and immediately report it. If the matter is NOT an emergency, dial "4240" from any Hotel phone, ask to speak to the Manager on Duty, and report the matter accordingly.**

**H. Property Operating Environment**

**THIS SECTION IS OPTIONAL.** This section identifies the general operating environment of the property to evaluate its potential vulnerability to various criminal, terrorist, and other risks.

**For properties in the U.S.:** There are a number of crime reporting services such as the [www.fbi.gov/contact-us/field/search-by-zip-code](http://www.fbi.gov/contact-us/field/search-by-zip-code), and CAP Index. The CAP Index is a commercially available tool that provides crime data information for locations in the U.S. by zip code. You can purchase a comprehensive online crime report from CAP Index at: <https://www.capindex.com>.

Obtain a crime data report for the property location. What is the crime index rating?

**For properties outside the US:** Obtain the Department of State/U.S. Embassy—Regional Security Office, Crime and Safety report for the city. These reports are available online or through the Overseas Security Advisory Council (OSAC) at: <https://www.osac.gov>

☐ The hotel is a constituent member of the OSAC local Country Council.

☐ An OSAC Crime and Safety report for this location is attached hereto.

**Sections A—H:**

***I confirm as the responsible person at the property that the information provided in the aforementioned section is an accurate reflection of the security and safety facilities at this property.***

**Hotel General Manager: INSERT NAME and electronic signature**

## Part Three: Further Safety Considerations

To enable tour operators and other third parties to assess the general operating conditions and safety practices of the property, the Hotel is encouraged to provide the following supplementary information as applicable. The requested information observes the recommended best practices of the World Tour Operators Association (WTOA) and its subsidiary members:

1. Food Hygiene	
I confirm as the responsible person at the property that the information provided in this section is an accurate reflection of the safety facilities at this property.	
Please state the name of the person completing this information:	
Please state position held : (e.g., Hotel Executive Chef)	
Check all below that apply	
Management Control	
<input type="checkbox"/>	Property has an established food safety management system (e.g., HACCP).
Food Delivery Controls	
<input type="checkbox"/>	Property has a system of assessing food and beverage suppliers.
<input type="checkbox"/>	Property has a documented system for reviewing delivery problems and complaints relating to suppliers.
Frozen Food Storage	
<input type="checkbox"/>	Foods are covered.
<input type="checkbox"/>	Foods are within date code.
<input type="checkbox"/>	Staff follow stock rotation procedures.
<input type="checkbox"/>	Frozen food temperatures are recorded.
<input type="checkbox"/>	Freezers maintain food temperatures at or below -10°C (15°F).
Refrigerated Food Storage	
<input type="checkbox"/>	Foods are covered.
<input type="checkbox"/>	Foods are within date code.
<input type="checkbox"/>	Staff follow stock rotation procedures.
<input type="checkbox"/>	Refrigerated food temperatures are recorded.
<input type="checkbox"/>	Refrigerators maintain food temperatures at or below 5°C (41°F).

Cooking/Reheating	
<b>Temperatures of Cooked Foods:</b>	
<input type="checkbox"/>	Temperatures are recorded.
<input type="checkbox"/>	Temperatures are over 75°C (167°F).
<b>Temperatures of Re-heated Foods:</b>	
<input type="checkbox"/>	Temperatures are recorded.
<input type="checkbox"/>	Temperatures are over 75°C (167°F).
<input type="checkbox"/>	Procedures are in place to ensure foods are only reheated once.
Cooling	
<input type="checkbox"/>	Documented procedures exist for the cooling of food in place.
Service	
<input type="checkbox"/>	Documented procedures exist for the hot holding of food.
<input type="checkbox"/>	Hot holding procedures are recorded.
<input type="checkbox"/>	Hot holding units maintain food above 63°C (145°F).
<input type="checkbox"/>	Hot foods are removed from display after 2 hours and discarded.
<input type="checkbox"/>	Documented procedures exist for the cold holding of food.
<input type="checkbox"/>	Cold holding procedures are recorded.
<input type="checkbox"/>	Cold foods on display are removed after 4 hours and discarded.
<input type="checkbox"/>	Cold holding units maintain food below 5°C (41°F).
<input type="checkbox"/>	Foods on display in restaurants and buffets are labelled to describe the food items (content and potential allergen).
<b>Quality of Water:</b>	
<input type="checkbox"/>	The water quality is regularly checked and recorded.
<input type="checkbox"/>	Food preparation areas have a constant supply of hot and cold water available.

	The temperature of the hot water at taps and faucets in food preparation areas exceeds 50°C (122°F).
<b>Quality of Ice:</b>	
	The quality of ice is regularly checked and recorded.

## 2. Premises Hygiene

I confirm as the responsible person at the property that the information provided in this section is an accurate reflection of the safety facilities at this property.

Please state the name of the person completing this information:

Please state position held : (e.g., Engineer)

Check all below that apply

### Pest Control

	Property has a pest control program including the provision for the eradication of infestations in place.
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### Structure

	Separate hand washing facilities are provided in kitchens and food preparation areas.
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### Wash Hand Basins Are Provided With:

	Hot water
	Cold water
	Antibacterial soap

### Personal Hygiene

	Food handling staff and management receive appropriate food hygiene training.
	Training records are available.

## 3. Gas Safety

I confirm as the responsible person at the property that the information provided in this section is an accurate reflection of the safety facilities at this property.

Please state the name of the person completing this information:

Please state position held: (e.g., Director of Engineering)

Check all that apply

## Safety Management

	Property has a safety management system for gas supply and storage on premises.
--	---

## Fuel Used to Produce Hot Water and/or Heating

	Natural Gas (Mains Gas)
	LPG (Gas from storage vessel/bottle)
	Oil/Diesel fuel (Oil from storage vessel)
	Solid Fuel (Coal/Wood)
	Electric or solar powered. Electric or solar powered, have gas, oil or solid fuels as a secondary fuel (or backup) for hot water or cooking
	Boilers and water heaters have been installed by a qualified person in accordance with the manufacturer's instruction.

Please indicate the Manufacturer and Model of Boiler/Water Heater:

MANUFACTURER

MODEL

## Location of Boiler

Where is the boiler/water heater located?

	Central boiler room is accessed from within the main building but <b>NOT directly</b> connected to a guest accommodation.
	Central boiler room accessed from within the main building and <b>directly</b> connected to a guest accommodation.
	Boiler room externally accessed from outside the main building and <b>directly</b> connected to a guest accommodation.
	Boiler room that is totally separate from the guest accommodation and not attached to any part of the building.
	A single boiler/water heater within the guest room or villa (Individual water heater /boiler).

### If There Is More Than One Boiler/Water Heater:

	If more than one boiler/water heater they are located in the same location or room.
	Boiler(s) serve more than one guest room.

	Flue terminates within 3 meters of an opening back into a guest accommodation.
	Water heater or boiler has a flue attached that goes directly to outside.
	There is gas-operated equipment in the guest room/apartment (gas fireplace, heaters, or a cooking facility).
	Boilers/water heaters have been serviced in the past 12 months by a qualified person.  Date of Service:
	Gas for cooking in guest rooms, is provided from gas bottles located in guest room.
	Written instructions are provided for the use of the gas operated facilities.
	Gas is used for cooking in the main kitchen of the property.
	CO detectors are located in areas where fossil fuel burning devices are located.

#### 4. Legionella Safety

I confirm as the responsible person at the property that the information provided in this section is an accurate reflection of the safety facilities at this property.

Please state the name of the person completing this information:

Please state position held: (e.g., Director of Engineering)

Check all below that apply

#### Legionella Management

	The hotel has a Legionella prevention and control program that includes the ELDS net 14 point plan.
	There is a named person responsible for Legionella control.
	The named person has received specific training in the control of Legionella.
	Hotel water is maintained at a temperature of 50° C to 60°C for hot taps (122° F to 140° F).
	Hotel operations standards ensure taps and showers in guest rooms are run for 5 minutes at least once a week if they are unoccupied and always prior to occupation.

#### Shower Heads and Taps

	Shower heads are cleaned quarterly.
	Shower heads are kept free from scale.
	Cooling towers and associated pipes used in air conditioning systems are cleaned and disinfected regularly (at least twice a year).
	Cleaning records of the cooling towers and associated pipes are retained.

#### Water Heaters (Calorifiers) and Filters

	Water heaters are cleaned once a year.
	Water heaters are disinfected once a year.
	There is documentation that the hot water system is disinfected with high-level (50mg/l) chlorine for 2-4 hours.
	System disinfection is done at least annually.
	Disinfection is done following any maintenance work on water heaters.
	There is documentation that water filters are cleaned regularly (every 1 to 3 months).
	There is documentation that water filters are disinfected regularly (every 1 to 3 months).
	Water storage tanks, cooling towers, and visible pipe work are inspected monthly.

#### Cold Water Tanks

	There is documentation that cold water tanks are inspected at least once a year.
	There is documentation that cold water tanks are disinfected with 50mg/l chlorine.
	There is documentation that cold water tanks are cleaned annually.

#### Fountains and Decorative Features

	Fountains and decorative features are regularly cleaned, at least twice per year.
	Fountains and decorative features are chlorinated daily and records retained.

#### Spa Pools

	Hotel has spa pool(s) (also known as whirlpool spas, "Jacuzzis," spa baths).
	Spa pools are continuously treated with either 2-3 mg/l chlorine or 3-5mg/l bromine.
	The chemical levels of the spa pools are monitored at least three times a day.

	Records of all spa water treatment readings including temperature and chemical levels are retained.
	At least half of the water within the spa pool is replaced each day.
	Sand filters for the spa/Jacuzzi are backwashed daily.
	The whole spa pool system is cleaned and disinfected at least once a week.

## 5. Swimming Pool Safety

I confirm as the responsible person for the property that the information provided is an accurate reflection of the safety facilities at this property.

Please state the name of the person completing this information:

Please state position held : (e.g., Director of Engineering)

Check all below that apply

### General Pool Information

	Premises has a swimming pool.
	There is more than one adult pool.
	If there is more than one adult pool, please state how many: Number of adult pools
	Swimming pools are connected.
	Swimming pools are separate.

### If the pool is connected to any other adult pool, how is it connected?

	By waterfall
	By river/stream feature
	By slides/slopes
	By bridge
	By walkway
	Pool surrounding area has NO features such as rocks or other decorative features, raised platforms, walkways, urns, or bridges.
	Diving is prohibited from the poolside.
	There are prominently displayed pictorial "No Diving" signs.

### Pool Depths

Pool has prominently displayed depth markings.

### There Is a Multi-Board/Safety Notice at Each Pool Indicating:

	Pool opening and closing hours.
	Children must be supervised at all times.
	Emergency action information.
	Shower before entering pool.
	Details of whether there is a lifeguard on duty or not.

### Lifeguard Supervision and Rescue

	Hotel pool has trained dedicated lifeguards on duty at the poolside when the pool is open.
	If NO, pool has a "No Lifeguard on Duty" sign posted.

### Pool Quality, Management, and Surround

	Pool maintenance staff are trained in pool management, including water testing and chemical dosing, and the actions to be taken if test results are outside the required range.
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### Children's Pool(s)

	Hotel has a children's pool.
	The distance between the children's pool and main pool is 3 meters or greater.

### Additional Pool Features

	There is a heated Jacuzzi.
	The Jacuzzi has an emergency shutoff feature/switch.
	There are water flumes/waterslides over 2m in height.
	Slides/flumes are supervised when open.

### Pool Water Treatment and Filtration

	A record is kept of the chemicals added to the swimming pool water, including dosage, dates and times.
	Pool water tests undertaken at intervals throughout the day.
	Pool water test results are recorded.

### Pool Hygiene

	There is a documented procedure for dealing with faecal and vomitus incidents in the swimming pool.
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6. General Safety	
I confirm as the responsible person at the property that the information provided in this section is an accurate reflection of the safety facilities at this property.	
Please state the name of the person completing this information:	
Please state position held : (e.g., Hotel Security and Safety Manager)	
Check all below that apply	
Balconies	
	Height of the balcony is 1.1 m (42 inch equivalent) or higher (e.g., from the floor to the top of the balcony).
	Balcony railings have gaps no wider than 10cm (4in). If greater than 10cm, (4in.) please state width cm.
Guest Room Glass Doors and Partitions	
	Full-length glass doors/partitions have identifying warning strips or stickers.
	Identifying warning strips or stickers are at adult eye level (approx. 1.5 m).
	Identifying warning strips or stickers are at child eye level (approx. 0.8 m).
Beach and Leisure Facilities	
	Property directly accesses a beach.
	The beach is under the control of the Hotel.
	The beach uses a flag warning system to indicate surf conditions.
Water Sports	
	The watersport activities are under the direct control of the Hotel.
	Watersport activities are operated by the Hotel in conjunction with third party supplier(s).
	Watersports activities are operated exclusively by third-party supplier(s).
Children's Club Room	
	Property operates a children's club.

	If so, please state floor location (i.e. -2, -1, 0, 1, 2, 3, and 4) of the children's clubroom.
	The Children's club location is away from potential risk areas such as roadways, swimming pools, water features, etc.
Guest Club Room	
	Access to the guest club room is controlled
	Club room has kitchen facility that includes ovens and stoves

7. Airline Crew Safety	
(If the hotel is used by airline crews, please complete this section)	
I confirm as the responsible person at the property, that the information provided in this section is an accurate reflection of the safety facilities at this property.	
Please state the name of the person completing this information:	
Please state position held : (e.g., Hotel Security and Safety Manager)	
Check all below that apply	
What airline(s) use the hotel (please list):	
Transportation Logistics	
Name of Company:	
Address:	
Contact Person:	
Office Telephone:	
Cell Telephone:	



Type of vehicles used for crew transportation:	
Number of drivers:	
Approximate drive time to airport:	
How does the crew identify the driver?	
What is the route to the airport?	
What is the airport drop-off location?	
What is the airport pick-up location?	
	Background checks are performed on drivers and regularly updated to revalidate their driving records.
	Drivers are properly qualified and licensed to operate a commercial vehicle.
	Drivers speak and understand English.
<b>Air Crew Vehicles</b>	
	Vehicles are equipped with GPS.
	Vehicle drivers have cell phones and can communicate with the Hotel.
	Vehicles are equipped with seat belts for all passengers.
	Vehicles have emergency medical kit.
	Vehicles are appropriate size and fitted for secure transportation of crew and luggage.
	Maintenance records and inspection records of vehicles are maintained and are current.
	Courtesy vehicle transportation is available for locations in close proximity to Hotel.

Miscellaneous Crew Considerations	
	Telephone calls are routed through the Hotel operator.
	Incoming calls are logged.
	Guest rooms used by crew have blackout curtains.
	Hotel public lobby has shatterproof glass or protective film laminate
	Hotel has separate crew luggage storage facility.
	Hotel has public ATM machine.
	Currency exchange is available on premises.
	Hotel has gift shop on premises where basic sundries can be purchased.